

012 - COMMUNITY SERVICES AGENCY

Operational Summary

Mission:

To respond to and advocate for Orange County communities and residents who have educational and other special needs, or who are at risk, by partnering with the community to ensure the provision of quality human services; and to protect, assist and manage the affairs of decedents and those unable to care for themselves.

Strategic Goals:

- Provide quality services to our customers.
- Advocate and function as a catalyst to fulfill unmet needs of our customers.
- Effectively administer human services contracts for our customers.
- Advance organizational development strategies that support CSA programs.

Key Outcome Measures:

Performance Measure	FY 2000-2001 Results	FY 2001-2002 Target	How are we doing?
COMMUNITY SERVICES AGENCY CUSTOMERS RATING CSA PROGRAMS ON SATISFACTION SURVEYS. What: Percent of customers rating the program as satisfactory or better. Why: It is a reflection of the quality of service and degree to which CSA is fulfilling customers needs.	More than 90% of customers rated CSA programs as satisfactory or better.	90% of customers will rate CSA's programs as satisfactory or better.	Consistently achieving target.
TRAINING AND PLACEMENT OF JOB TRAINING AND WELFARE-TO-WORK CLIENTS. What: Success is measured by the number of clients trained and entering unsubsidized employment. Why: Program success is demonstrated; may provide additional incentive funds for increased services.	90% of WIA customers completed employment and training programs and 89% of Welfare-To-Work customers were employed after 6 months, with a wage increase of 167%.	85% of WIA customers will complete training and employment programs. 80% of Welfare-To-Work customers will still be employed after 6 months, at a 10% wage increase.	Exceeding target.
VETERANS AND THEIR DEPENDENTS RECEIVING NEW OR INCREASED BENEFITS FROM CLAIMS FILED. What: Number of veterans benefits claims filed and awards generated for OC veterans and their dependents. Why: It measures how well the Veterans Services Office is advocating for its customers.	Filed 1,586 claims resulting in \$3,295,092 in new awards.	Will file 1,500 new state and federal claims for veterans benefits and win \$3 million in new awards.	Consistently exceeding target.

At a Glance:

Total FY 2000-2001 Actual Expenditure + Encumbrance:	16,031,715
Total Final FY 2001-2002 Budget:	17,822,025
Percent of County General Fund:	0.82%
Total Employees:	151.00

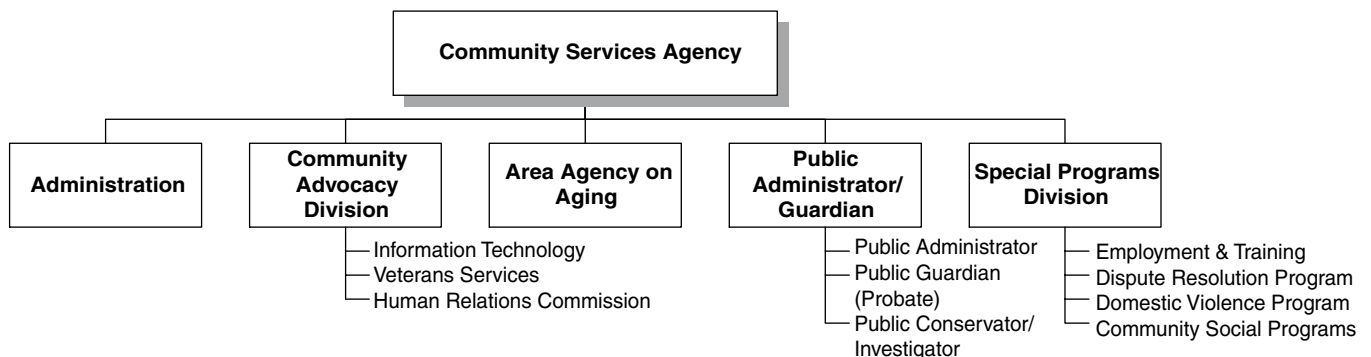
Key Outcome Measures: (Continued)

Performance Measure	FY 2000-2001 Results	FY 2001-2002 Target	How are we doing?
THE EXPEDIENCY WITH WHICH PUBLIC GUARDIAN TEMPORARY CONSERVATORSHIPS INVESTIGATIONS ARE ASSIGNED. What: Timely conservatorship investigations are a measure of programmatic efficiency. Why: Untimely investigations could result in disabled customers not receiving needed services.	New measure.	90% of appropriate referrals for temporary conservatorships will be assigned for investigation within 5 days.	New measure.
THE EXPEDIENCY WITH WHICH PUBLIC ADMINISTRATOR CASES ARE ACTED UPON. What: Timely notification of death and disposition of bodies is a measure of program efficiency. Why: If no family is identified, the Public Administrator must protect the descendent's property.	Made over 90% of PA contacts for disposition of bodies within 5 working days.	90% of Public Administrator initial contacts for the disposition of bodies will be made within 5 working days.	Exceeding target.

Fiscal Year 2000-01 Key Project Accomplishments:

- More than 90% of CSA customers rated the services as satisfactory or better on customer satisfaction surveys.
- Established a Workforce Investment Board and WIA Youth Council based on the requirements of the Workforce Investment Act (WIA).
- Conducted division reorganization in accordance with new WIA law.
- Conducted School Inter-Ethnic and Violence Prevention programs at 50 schools.
- Organized and presented additional Senior Summits, as directed by the members of the Board of Supervisors.
- Conducted at least 400 public presentations, reaching an audience of over 1,000,000 during the year.
- Supported Orange County Human Relations activities by raising and managing \$1,200,000 in funds.
- Established 10 military and veterans museum displays on WWI, WWII, the Korean War, the Vietnam War, Desert Storm; and conducted a Veterans Day Parade.
- Met all performance and expenditure goals established for programs for employment and seniors programs.
- Expanded ongoing direct-referral Dispute Resolution Program Act activities in the courts.
- Completed the first phase of CSA's Promoting Respect Campaign - 2000.
- Installed new PA/PG Accounting and Case Management Computer System.

Organizational Summary



ADMINISTRATION - The Agency Administration Division offers agency-wide administrative support and oversight services to CSA program divisions.

COMMUNITY ADVOCACY - Provides assistance to and advocacy for often under-represented groups including veterans and victims of prejudice and discrimination. Provides agency Information Technology support.

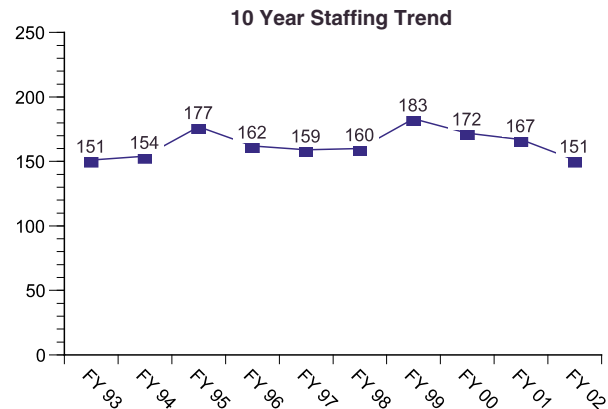
AREA AGENCY ON AGING - Serves as chief designated advocate for older adults and their caregivers, providing information and administering contracts for the provision of meals, transportation and other supportive services to seniors.

PUBLIC ADMIN/PUBLIC GUARDIAN - Provides protective services to the estates of decedents, and when no satisfactory alternative exists, conservatorship services to those unable to care for themselves. Most conservatees are mentally ill.

SPECIAL PROGRAMS - Serves as administrative staff to the Orange County Workforce Investment Board and is the primary facilitator of workforce development activity for Orange County. Special Programs administers the Workforce Investment Board specialized grant-funded programs that serve job seekers and businesses. Other programs administered serve domestic violence victims in need of shelter, individuals in need of mediation as an alternative to litigation, and Community Social Programs.

EXECUTIVE MANAGEMENT - Agency Executive Management consists of two positions. One position acts as the Community Services Agency Director, the Public Guardian and the elected Public Administrator. The second position performs duties of Executive Secretary.

Ten Year Staffing Trend:



Ten Year Staffing Trend Highlights:

- In the last year, the overall number of positions decreased by 25. With the transition from Job Training Partnership Act to Workforce Investment Act, direct services staff positions were deleted. The Small Claims Advisory Program and its positions were also deleted.

Budget Summary

Plan for Support of the County's Strategic Priorities:

The Board of Supervisors has identified Older Adult Programs as one of the County's top ten priorities. In response to Board direction, a supplemental AAA business plan, responding to the Aging of Orange County and the AAA Organizational Assessment of AAA, has been completed. The Plan addresses the expansion of the AAA's responsibilities to include the agency acting as leader and key facilitator for senior services in Orange County. The plan will be presented to the Board of Supervisors in August 2001 for approval.

The Area Agency on Aging supports the Health Care Agency's Older Adults Chronic Disease and Injury Prevention collaboratively planned strategic initiative, which utilizes three main strategies: promoting healthy lifestyles; screening and early identification; and improved management of chronic disease. The AAA Senior Health Educator works closely with HCA staff on the following related

projects: Substance Abuse and Aging Conference, Older Adults Services Coalition, Chronic Disease Self-Management classes, Breast Cancer Detection, and the new Medication Management program. These joint activities educate and serve seniors in making informed decisions about their health practices.

Changes Included in the Base Budget:

Fiscal Year 2000-01 deleted 25 direct services staff positions due to the implementation of the Workforce Investment Act (WIA). Eliminated the Small Claims Court Program. Changes included in FY 2001-02 include the addition of three Deputy Public Administrator Guardian II positions for the Lanterman-Petris Short program (LPS). These positions will provide caseload relief to existing deputies. In addition, added two Senior Deputy PA/PG positions; one for the LPS program to be a court officer, and one to manage the deceased and terminated caseload.

Approved Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
Area Agency on Aging Amount:\$ 1,385,689	Older American Act Title III E - Family Caregiver Support Program	Program start up; 75% of those surveyed will rate services as satisfactory or better.	012-005
Community Advocacy Division Amount:\$ 122,691	Add one Staff Specialist and one Staff Analyst in the Veterans Service Office.	Multiple administrative support duties; OT/Comp time usage by Office Supervisor will be reduced 75%.	012-008
AAA Strategic Plan Recommendations Implementation Amount:\$ 0	\$1,200,000 set aside in Misc Fund (004) until completion of Strategic Financial Plan	None	012-009
FAST Program Shortfall Amount:\$ 0	\$54,000 set aside in Miscellaneous Fund (004) until completion of Strategic Financial Plan	None	012-010

Final Budget and History:

Sources and Uses	FY 1999-2000 Actual Exp/Rev ⁽¹⁾	FY 2000-2001 Final Budget	FY 2000-2001 Actual Exp/Rev ⁽¹⁾	FY 2001-2002 Final Budget	Change from FY 2000-2001 Actual	
					Amount	Percent
Total Positions	N/A	167	N/A	151	151	0
Total Revenues	13,408,814	16,879,137	12,913,755	14,139,259	1,225,504	9
Total Requirements	15,811,402	19,591,383	15,754,808	17,822,025	2,067,217	13
Net County Cost	2,402,588	2,712,246	2,841,053	3,682,766	841,713	30

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2000-01 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: COMMUNITY SERVICES AGENCY in the Appendix on page 437.

Highlights of Key Trends:

■ As Orange County's population becomes more diverse, CSA employees, programs and stakeholders need to increase their sensitivity to providing services that are culturally appropriate. CSA programs face the challenge of serving an increasingly ethnic minority clientele, as well as the internal challenge of building a workforce team sensitive to the diversity of all employees and stakeholders.

■ The senior (age 60 and over) population of Orange County is expected to increase dramatically by the year 2020, from the current 384,000 to nearly 740,000. The rapid growth of this segment of the county's population will mean future increased demand for services to seniors and their caregivers, which will impact the Community Services Agency in a number of areas. Specifically, the need for services provided by the Area Agency on Aging will expand. The fastest growing segment of this population is comprised of those 85

years and over, suggesting future increased demand on services for long term care of elderly clients of AAA and care for elderly clients served by PA/PG. This trend also affects seniors eligible for veterans services and CSA's senior employment programs.

- The Public Administrator/Guardian is experiencing a significant increase in the complexity of cases. For the Public Administrator, this includes changes in probate law, increases in the number of cases with international property and assets, and technology concerns which, due to the increased protection of asset data, make investigations more difficult and time consuming. For the Public Guardian, this includes an increase in the number of older adults referred to mental health conservatorships, usually with more involved estate consid-

erations and with medical complications. Also, more complex family relationships and ongoing changes in health care benefits and provider arrangements increase the time required to advocate for needed services.

- The Public Guardian is experiencing a significant increase in the number of cases set for jury trials. Although only a small percentage of these cases are actually tried before a jury, the cases to be tried are not determined by the Public Guardian, and the timing of these matters requires each case to be prepared for jury trial. The increased preparation time has required staff to redirect their time and attention from client advocacy and services to jury trial preparation.

Budget Units Under Agency Control

No.	Agency Name	ADMINISTRATION	COMMUNITY ADVOCACY	AREA AGENCY ON AGING	PUBLIC ADMIN/PUBLIC GUARDIAN	SPECIAL PROGRAMS	EXECUTIVE MANAGEMENT	TOTAL
012	COMMUNITY SERVICES AGENCY	24,317	1,465,253	9,834,807	4,118,416	2,379,232	0	17,822,025
125	OC JOB TRAINING PARTNERSHIP ACT PROGRAM	0	0	0	0	0	0	0
136	COMMUNITY SOCIAL PROGRAMS	861,523	0	0	0	0	0	861,523
146	WORKFORCE INVESTMENT ACT	18,964,581	0	0	0	0	0	18,964,581
14W	WELFARE-TO-WORK FUND	3,434,320	0	0	0	0	0	3,434,320
Total		23,284,741	1,465,253	9,834,807	4,118,416	2,379,232	0	41,082,449